

LANCASTER COUNTY
JUVENILE MENTAL HEALTH PROGRAM COORDINATOR

NATURE OF WORK

This is specialized human service work provided in a community juvenile mental health environment combining skills in both direct services and program coordination and review.

Work involves coordinating the programmatic aspects of a juvenile mental health service by establishing strategic plans, policies and procedures; assessing and tracking client flow (admissions, discharges and referrals), communicating with referral sources, and maintaining appropriate program activities. Work also involves assisting families whose children have severe emotional disorders and who may be at risk to become involved in the criminal justice system. General supervision is received from a higher level professional staff member with work being reviewed in the form of conferences, reports submitted and effectiveness of service coordination and provider relations.

EXAMPLES OF WORK PERFORMED

Develop and coordinate a community wide system of quality assurance/quality improvement, and utilization review program.

Establish strategic plans, policies and procedures; ensure the quality and utilization programs meet or exceed the needs of internal and external clients, stakeholders and state and federal regulations.

Screen requested referrals to ensure eligibility and appropriateness for service; interview potential applicants for enrollment; verify Medicaid or insurance eligibility.

Coordinate the assignment of the enrollee to Care Coordination Team by contacting the care coordinator, case manager or referral source.

Compile required data and information for specific written reports and staff meeting presentations.

Maintain necessary census data and client flow information; complete management reports referencing program services and performance outcomes.

Perform related work as required.

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of the principles, practices and methods pertaining to the delivery of Juvenile Mental Health services to clients.

Knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of clients.

Knowledge of the functions and services of community organizations and related human services.

Ability to establish and maintain effective working relationships with clients, co-workers, community agencies and the general public.

Ability to communicate effectively both orally and in writing including presentations and reports.

Ability to understand and relate to the problems and needs of clients.

Ability to maintain records of services provided and client progress.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in social work, sociology, psychology or related field supplemented with a Master's Degree in a similar area. Experience in direct services to the severe and persistent mentally ill (SPMI) population, emergency/crisis stabilization, rehabilitation and support services. with certification as a social worker, professional counselor or licensed juvenile mental health practitioner.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major course work in social work, psychology or related field plus experience interacting with clients in a juvenile mental health/social service program or any equivalent combination of training and experience which provides the desirable knowledges, abilities, and skills.

Approved by: _____
Department Head

Personnel Director

July/2002

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